

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory December 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ESP1092	Just Energy Solutions, Inc.	Billing	Electric Service Provider Contract Termination	1
Just Energy Solutions Inc. Total				1
ELC200	Monterey Bay Community Energy	Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
Monterey Bay Community Energy Total				2
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Deposits	2
		Billing	Disputed Customer of Record	5
		Billing	High Bill	16
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Safety	3
		Policy and Practices	SMART METER	1
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	13
		Service	Disconnection Non Payment	3
		Service	Outage	5
Service	Refusal To Serve	2		
Pacific Gas & Electric Company Total				59
ELC901	Pacificorp	Policy and Practices	SMART METER	2
Pacificorp Total				2
ELC863	Peninsula Clean Energy Authority	Policy and Practices	Abusive Marketing	1
Peninsula Clean Energy Authority Total				1
ELC214	Pioneer Community Energy	Policy and Practices	Abusive Marketing	1
Pioneer Community Energy Total				1
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Backbilling	1
		Billing	Crossed Meter Billing	2
		Billing	Disputed Customer of Record	2
		Billing	High Bill	6
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
San Diego Gas & Electric Company Total				13

Utility Code	Utility Name	Category	Subcategory	Count
ELC215	Silicon Valley Clean	Service	Delayed Orders/Missed Appointments	1
Silicon Valley Clean Total				1
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	5
		Billing	Deposits	5
		Billing	Disputed Customer of Record	7
		Billing	Estimated Billing	2
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Meter Inaccuracy	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	10
		Public Purpose Programs	Net Energy Metering (NEM)	3
		Service	Delayed Orders/Missed Appointments	3
Service	Disconnection Non Payment	2		
Service	Outage	7		
Service	Refusal To Serve	1		
Southern California Edison Company Total				66
GAS904	Southern California Gas Company	Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
Southern California Gas Company Total				16
Total ICs Sent ¹				162

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the